

Form PTO-1449 (Modified)	Atty Docket No. 02950P053	Application No. 09/604,199
List of Patents & Publications Statement	Applicant(s): Robert H. Joyce, et al.	
(Use several sheets if necessary)	Filing Date: June 27, 2000	Group No.: 2171

## U.S. PATENT DOCUMENTS

Exam. Initials		Document Number	Date	Name	Class	Sub-class	Filing Date (if appropriate)
LJ	AA	5,918,226	06/29/1999	Tarumi et al.			
LJ	AB	5,905,493	05/18/1999	Belzer et al.			
LJ	AC	5,848,393	12/08/1998	Goodridge et al.			RECEIVED
LJ	AD	5,799,297	08/25/1998	Goodridge et al.			JAN 1 2001
LJ	AE	5,734,837	03/31/1998	Flores et al.			Group 2100
LJ	AF	5,664,129	09/02/1997	Futatsugi et al.			
LJ	AG	5,623,541	04/22/1997	Futatsugi et al. Boyle et al			
LJ	AH	5,546,455	08/13/1996	Joyce			
	AI						
	AJ						
	AK						

## FOREIGN PATENT DOCUMENTS

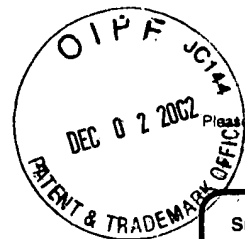
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Examiner: Lashonda Jacobs Date Considered: 6/2/03

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<b>Substitute for form 1449A/PTO</b> <b>INFORMATION DISCLOSURE</b> <b>STATEMENT BY APPLICANT</b>				<b>Complete if Known</b>	
				Application Number	09/604,199
				Filing Date	June 27, 2000
				First Named Inventor	Robert H. Joyce
				Group Art Unit	2171
				Examiner Name	Not yet assigned
Sheet	1	of	1	Attorney Docket Number	2950P053

OTHER ART - NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
LJ		Switching Applications/Local Services: Packaging Digital Centrex with CTI, February 3, 2000, 1 page, <a href="http://www.lucent-sas.com/switching/softapps/local/cti.shtml">http://www.lucent-sas.com/switching/softapps/local/cti.shtml</a> .	
LJ		Aspect Communications Adds Affordable, Full Function ACD for Small to Medium Customer Contact Centers and Regional Offices, August 23, 1999, 3 pages, <a href="http://www.aspect.com/news/PR_99/pr082399b.htm">http://www.aspect.com/news/PR_99/pr082399b.htm</a> .	
LJ		Aspect Customer Relationship Portal, 1999, 4 pages.	
LJ		The Aspect Customer Relationship Portal, February 3, 2000, 1 page, <a href="http://www.aspect.com/products/portal.htm">http://www.aspect.com/products/portal.htm</a> .	
LJ		Aspect Customer Relationship Portal, CTI Spotlight, Vol. 4, No. 11, November 1999, 2 pages, <a href="http://www.aspect.com/news/choice_award/995983.htm">http://www.aspect.com/news/choice_award/995983.htm</a> .	
LJ		Extensible Markup Language (XML) 1.0, WC3 Recommendation, 10 February 1998, 18 pages, <a href="http://www.w3.org/TR/REC-xml">http://www.w3.org/TR/REC-xml</a> .	
LJ		JAY GREENSPAN, webmonkey/authoring/Introduction to XML, February 3, 2000, 1994-2000 Wired Digital, Inc., 10 pages, <a href="http://hotwired.lycos.com/webmonkey/templates/print_template.html?meta=/webmonkey/98/41/">http://hotwired.lycos.com/webmonkey/templates/print_template.html?meta=/webmonkey/98/41/</a> .	

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Examiner Signature	<i>Lashonda Jacob</i>	Date Considered	6/2/03
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